



## CASE STUDY

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### **Central Massachusetts Independent Physicians Association Worcester, MA**

The Central Massachusetts Independent Physicians Association (CMIPA) is the area's largest multi-specialty clinically integrated physician group not affiliated with a hospital. With over 200 member physicians, CMIPA cares for half of the area's patients. Formed in 1998, their mission is to advance the independent practice of medicine, and believe that more choices for physicians and patients lead to better care. CMIPA's physician privileges at UMass Memorial Health Care and Saint Vincent Hospital are dedicated to the delivery of personalized, high-quality, cost-effective care.

CMIPA is consistently recognized for their high-quality care. In 2004, 2005, 2007 and 2008, they received the Harvard Pilgrim Health Care Quality Honor Award. To warrant this status, CMIPA consistently ranks above the 90 percentile published by the National Committee for Quality Assurance (NCQA) in 10 preventative chronic care measures for adults and 5 preventative chronic care measures for pediatric honors. In 2005, CMIPA received the Tufts Health Plan Blue Ribbon designation for "value care". CMIPA members have been recognized in 2005, 2006 and 2007 by Massachusetts Health Quality Partners for exceeding their rates for performance in the areas of depression, asthma management in children, well child visits, comprehensive diabetes care, and breast cancer screening. In addition, in 2007 CMIPA was also recognized for exceeding their rates in the areas for adult bronchitis, cardiovascular care, and management of children with attention deficit hyperactivity disorder.

CMIPA is committed to helping their members adopt computerized medical systems that improve patient safety in their practices and drive quality of care for its patients. CMIPA seeks to advance the independent practice of medicine, and adopting Wellogic Practice is a crucial step in realizing that goal. CMIPA had partnered with other Ambulatory EMR vendors to drive adoption, but were not able to overcome many of the well-documented barriers to ambulatory EMR adoption for the majority of their providers. These barriers include:

a. Financial Barriers: Lack of Capital Investment, Maintenance Costs, Complex Contracts, and Lack of Time

b. Technical Barriers: Difficulty or inability to evaluate and select an EMR, Concern over the technical ability to use an EMR, Lack of Training, Creating a migration plan, Meeting technical/clinical requirements/usability, EMR solutions are fragmented, Lack of uniform standards, and Lack of support.

c. Practice Barriers: Concerns over privacy, Lack of evidence of effectiveness, Don't see value, Difficult building a strong business case, Concern over loss of productivity, Technology burdensome, and Lack of support from practice physicians.



The solution includes deploying WellogiC Practice, a unique, comprehensive solution designed to facilitate a physician office workflow and provide unprecedented interaction with a connected healthcare community. CMIPA has partnered with WellogiC to provide a comprehensive solution to its providers that overcomes the traditional barriers of EMR adoption. WellogiC Practice is both a technical innovation and goal-driven solution that aims to overcome the financial and implementation barriers often faced by practices. WellogiC Practice combines an award-winning Electronic Medical Record (EMR), Practice Management system (PM), Clinical Decision Support (CDS), and industry leading Health Information Exchange (HIE) with Telecommunication and Hosting to form a complete office solution in a connected environment. The system allows for connectivity to other practices, hospitals, local and regional labs and imaging centers, pharmacies and payers, to give clinicians an integrated view of complete patient records across organizations and communities, while successfully overcoming financial, technical and practice barriers to adoption.

WellogiC Practice is built upon a platform, which can integrate any 3<sup>rd</sup> party application to provide a full suite of services across providers' continuum of care. WellogiC Practice integrates with other EMRs and can also extend easily to local and national Health Information Exchange (HIE) networks. WellogiC's solutions are specifically designed to facilitate interoperability. CMIPA is leveraging the work WellogiC is doing in it's two NHIN II projects, in which we are exchanging and viewing information in accordance with existing and national emerging IHE standards. Some of the services leveraged by CMIPA's Connected EHR include:

#### CMIPA Electronic Health Record Exchange Partners / Services

- Rx Hub / Medication histories, Formulary and Eligibility Checking
- SureScripts / Medication Orders (e-Prescribing)
- Local and Regional Labs / Orders and Results
- Local and Regional Imaging Centers / Orders and Results and Images
- Hospitals / Orders and Results, Images, Notes and other patient information
- Secure Messaging
- Referrals and Consultation Requests
- Rules driven alerts, reminders and best practices

By implementing clinical decision support at the point of care that incorporates widely accepted quality measures, this EHR solution allows CMIPA to continue their leadership role in ensuring the quality and effectiveness of care being delivered to its members. In addition, the ability to electronically collect both clinical and quality measure data from the EHR allow unbiased, immediate feedback on the success of clinical and quality programs.

CMIPA is working closely with WellogiC to track and evaluate success metrics for this project, to not only determine success rates of adoption, but also evaluate clinical and process improvements that translate directly to provider satisfaction, patient safety, quality of care and cost efficiencies.

#### **Project Goals**

Objectives for this project include the following:

1. To assist CMIPA practices in implementing electronic medical record solutions.



2. To obtain a greater understanding of technology adoption and identify barriers and facilitators to adoption
3. To increase in processes, communication and coordination of care
4. To facilitate access to community wide patient records for reporting

#### **Evaluation Objectives**

1. Evaluate implementation approach to identify best practices
2. Evaluate provider preference and satisfaction with different technology solutions
3. Evaluate specific efficiency measures and demonstrate improvement on these measures
4. Track quality measures for patient safety and care.

CMIPA achieves these goals and objectives by leveraging Wellogic Practice. Wellogic's Platform reconciles all community data integrated through the HIE. We create a foundation and a utility for a community-wide, always current and available EHR for each provider. Furthermore, it allows CMIPA to leverage discrete data across the continuum of care for reporting, care and disease management, clinical decision support, and pay for performance.

The CMIPA's Community Electronic Health Record initiative is a key component of an overall strategy that addresses these challenges and one that provides CMIPA with unique and differentiable capabilities to improving patient safety, manage quality of care, and reduce the rate of growth in cost.

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for connecting the healthcare community”***